

**TROUBLESHOOTING  
GUIDE**

**850**

**XEROX**

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## POSSIBLE PROBLEMS

## PROBABLE CAUSES

### ALTERNATING DOCUMENTS

Cannot set up alternating documents.

- o Alternating documents cannot be designated with only their titles in the display. The documents must be brought into the workspace and then stored with CODE + FILE/INDEX.
- o Documents cannot be stored as alternating documents after a Merge instruction has been given. The Merge instruction may be cancelled by touching STOP, then the alternating documents set up and the Merge action begun again.

READY appeared when  
filing alternating documents

- o CODE must be held down when FILE/INDEX is touched to file alternating documents. Touching FILE/INDEX without CODE cancels the alternating document mode. Alternating documents must always be stored with CODE + FILE/INDEX.
- o When setting up alternating documents READY will appear in the display after the first document is stored, before the second document is designated. To designate the second alternating document bring the document into the work space and file it with CODE + FILE/INDEX. The title of the first document will then appear in the display. The document can now be alternated by filing them with CODE + FILE/INDEX.



## BACKSPACE

$\frac{1}{2}$  Unit Backspace records  
but does not back up carrier

This instruction is only active when Proportional Spacing is the selected printing pitch. It may be recorded with any pitch selected, but will only be acted upon in Proportional Spacing to activate  $\frac{1}{2}$  Unit backspacing.

## CARRIER RETURN

System is not entering  
carrier returns as you type

- o The Automatic Carrier Return option may have been de-activated. Check the Options to see if this feature has an X in the box. It must be activated to have carrier returns automatically inserted.
- o There may be Special Instruction Tabs in the format. If this is so, the system will not enter automatic carrier returns. Special Instruction Tabs automatically cancel the Automatic Carrier Return features.

## CENTERING

Message CENTRE BETWEEN  
appears when Centre  
instruction  
is given.

Centred Heading is not  
centred after margins  
are changed

Unable to enter new numbers  
for CENTRE BETWEEN  
message

Code + 4 must follow a Carrier Return. If it does not, this optional centring message will appear. A Carrier Return will accept the margins as the centring parameters or new positions to centre between may be keyed in.

The heading was centred using optional centring by accepting the margins in the CENTRE BETWEEN message. When the margins are changed and the document reformatted, the system does not change the centring position. Thus, a heading centred between the margins by accepting them in the CENTRE BETWEEN message will not be re-centred with the format is changed.

The Shift Lock is down. When it is released, the numbers will be accepted.

## CENTERING cont'd

Column Centre (CODE+5) did not centre over column

All columns are centred after using CODE + 5

To use this instruction, the column must be defined in the format with a Tab at the left of the column and a Special Instruction Tab at the right. Check the format to make sure the tabs are in the proper places. To centre over columns of text, use the optional centring feature of CODE + 4.

The Column Centre (CODE + 5) instruction must be cancelled with a Carrier Return. When you wish to centre material in only one column out of several, enter CODE + 5 in front of that column and type the data to be entered. Then Carrier Return, reverse half line twice, and tab across to the next column to continue typing.

## DISC

Reconstruction of a Document  
Index (NEW DISC? appeared  
instead of READY)

When the message NEW DISC? appears in the display, it means the system cannot read a document index on the disc. If the disc has material recorded on it, you can reconstruct the document index as follows:

- 1) Remove the disc
- 2) Turn the system off, then turn back on.
- 3) Reinsert the disc back into the same disc station.
  - o If display shows READY, simply print a Document Index, duplicate the information onto another disc to continue.
  - o If display still shows NEW DISC?, insert the disc into the other disc station and touch PARA. Display should show READY. (If not see step 4).



4) If the display still shows NEW DISC? in the second station, follow these steps:

- o Insert two previously initialised discs in both disc stations. If the Display shows READY on both disc stations, continue with these instructions. If NEW DISC? still shows, your disc stations may not be working properly.
- o Reinsert the original disc into a disc station.
- o Begin a Document Index Reconstruct:

With NEW DISC? message in the Display, hold down both RVRSE + DEL and touch DOC.

The 850 will now search for all recorded sectors and create a new index, using the sector numbers for document titles.

## DISC (Cont'd)

READY will appear when the process is completed.

Print a new Index (PRINT + DOC)

Compare this list of sector numbers with previous Document Index for this disc to determine which sectors correspond to each document. If a previous Document Index is not available, recall each sector and view or print it to identify it.

- 5) Print out a copy of this new Document Index.
- 6) If you have an old print out of the Document Index, you can compare the sector numbers appearing under LOCATION, to determine which sectors correspond to which documents. If you do not have an old print out of the Index, you will need to recall each sector, using the sector number title, and print it or view it in the Display to identify it.
- 7) When you have determined which sectors make up which document, you can link them together in the proper order using the document link feature. Give each "link" an appropriate title and use this title, not the sector numbers, to recall your documents in the future.

## DISC (Cont'd)

////DISC ERROR//// message

When this message appears in the Display or is printed in a document, it means the system could not read an area on the disc. The unreadable text is replaced with the message DISC ERROR. Store and recall the document. Delete the DISC error message and retype the material that was lost. After restoring the document, the retyped material will automatically be recorded on another sector of the disc.

## DISPLAY

See Display Messages section  
for explanation of each message

Display remains blank  
after power-on

The system is not operating correctly. Check the Diagnostic Procedures and then run the diagnostic disc. Call the Technical Representative and report the information shown on the Display and on the Diagnostic Panel.

D + 6 digit number appears  
in Display

The system is not operating correctly. Write the number down. Check the Diagnostic Procedures and call the Technical Representative to report the information shown on the Display and on the Diagnostic Panel.

Entire Display is lit

Diagnostic test is completed and system is operable. Remove the diagnostic disc, touch STOP, insert your work disc and continue operation.

Cursor will not move  
through Display.

If Merge is touched twice at the same cursor position, the system will be locked up. Touch STOP to clear the instruction, then begin again.



## DISPLAY (Cont'd)

Cannot type a space

The system is designed so that a space may not be input at the left margin following a non required carrier return. During revision the system may think that the cursor is positioned at the left margin and therefore not allow a space to be input. Type a character, then backspace it out. The system will now accept any combination of spaces and characters.

Cursor only two characters  
from left of Display

This happens when the MARK REVISION option is active. To change the cursor position, depress RVRSE + WORD once or twice. Then use WORD to move the cursor forward to the desired position.

## DOCUMENT LINK

Revisions to linked documents

- o Revisions made to a document link will only be contained in the "link" and not in the individual documents. It is best to revise the individual documents separately and then link them together.
- o When documents in a link are revised separately, the original link will not contain the revisions. After revisions are made, the old link should be deleted and a new one created.

## FORMATTING

Unable to enter new numbers for margin and tab settings

Two Format Blocks in a row

The shift lock is down. The shift lock must be released before margin and tab numbers can be entered.

- o This will happen if the cursor is not positioned on the right side of the Format when a revision is made to the Header line. The system considers Formats with Headers to be unique and will revise them only if the cursor is positioned on the right side of the Format Block when the revision is entered. It is good practice to always read through the format before making revisions.
- o Two Format Blocks may appear in a row if documents are linked together after they are paginated. The format following the Page End Code at the end of the first document will fall next to the format recorded at the beginning of the second document. This will not cause problems, but the system will be noticeably slower in moving past this point.
- o Two Format Blocks may appear in a row if, during a revision, material between two formats was deleted without deleting one of the formats. This will not cause problems, but the system will be noticeably slower in moving past this point.

## FORMATTING (Cont'd)

Reformatting did not work  
on previously paginated  
document

When the format is to be changed on a document, which contains more than one Format Block, it is best to delete previous Format Blocks. If a document has been paginated there will be a format after each Page End Code. A programme which searches to Page End Codes and deletes the Format Block can be used to quickly remove formats from a long document before reformatting.

## HYPHENATION

During the reformat, the system  
will not accept a hyphen

The Shift Lock is down. Release it and the hyphen will be accepted.

## INPUT

Cannot type a space

The system is designed so that a space may not be input at the left margin following a non-required carrier return. During revision, the system may think that the cursor is positioned at the left margin and therefore not allow a space to be input. Type a character, then backspace it out. The system will now accept any combination of spaces and characters.

## INPUT (Cont'd)

Keyboard locks up and  
PAGE END displays

This will happen when PRINT and PAGE STOP AT are active during input and the specified number of lines have been typed.

- o If it is a satisfactory place to end the line, enter CODE + 2 from the keyboard. Because this is the specified number of lines for Page End, the system will automatically enter a non-required Page End Code into the document, the keyboard will unlock and typing may be continued.
- o If it is an unsatisfactory place to end the line, touch STOP and continue typing. It will be necessary to touch STOP each time a line is typed until a Code 2 is entered.
- o If PAGE FEED LINES option is active, as soon as Code 2 is entered, system will advance the paper.
- o If AUTO PAGE NUMBER and PAGE FEED LINES options are both selected when Code 2 is entered, the system will number the page (if lower position is selected) and advance the paper or advance the paper and number the page (if top page position is selected).



## INPUT (Cont'd)

- o If PAGE FEED LINES is inactive and AUTO PAGE NUMBER is selected in a top position, the system will display INSERT PAPER when Code 2 is entered. Remove page and insert new sheet of paper and depress PRINT + DOC Page number will print and system will be ready to resume input.

When PRINT is de-activated the system will automatically enter a Page End Code into the text when line count is reached, and will not lock the keyboard.

## KEYBOARD

System will not accept numeric data or hyphens

Keyboard locks up

When inputting the display messages (such as MARGINS, TABS, REPEAT) or making hyphenation decisions, the Shift Lock must be up. If it is down, the system will not recognise the keystrokes.

- o When the keyboard locks up, one of the following messages appears on the display. See the DISPLAY MESSAGE section for instruction to follow.

DISC FULL  
PAGE END  
PROGRAMME FULL  
OVERFLOW  
RIBBON END  
INSERT PAPER

## LOST MATERIAL

Lost document index-  
displays NEW DISC? message

Lost a document

Revision to a document  
was lost

See Reconstruction of a Document Index in DISC section of this document.

- o Document may have been typed in Typewriter Only Mode. There was no disc in the system for the document to be stored on. The Typewriter Only Mode is entered by touching Return when the display reads DISC NOT READY.
- o Document may not have been titled before it was created. When the document was stored, the SAVE DOCUMENT? message was rejected by touching STOP. In order to save a document, a return must be entered when SAVE DOCUMENT? is in the display. The document must then be given a title.
- o System may have been turned off or lost power before the document was stored.

When the revision was stored, the SAVE REVISION? message was rejected by touching STOP. In order to save a revision, a Return must be entered after the SAVE REVISION? message.

## MERGE

Material was not merged

- o Merge may not have been touched three times. To complete a merge action, it is necessary to touch Merge once at the insert position, once to mark the beginning of the material to be moved and once again to mark the end of the material.
- o STOP may have been depressed during the Merge. Touching STOP will immediately cancel the Merge instruction.

Unable to move cursor

The Merge key has been touched twice at the insert position. Touch STOP to cancel the instruction, then begin again.

## PAGE NUMBER/LABEL

No page numbers printed

- o Document must be paginated so it contains Page End Codes. A page number will print for each Page End Code.
- o A position must be selected in the Auto Page Number option. Page numbers are not recorded in a document, so the Auto Page Number option must be active during print out.
- o A Page End Code (Z) must be in the SP, PAGE NO. line.

## PAGE NUMBER/LABEL Cont'd)

No page number on the first page.

When selected page number position is at the top of the page, the system always begins page numbers on the second page. If the bottom of the page is selected for page numbers, number will begin on the first page.

No page number on last page.

A Page End Code (Code + 2) must be inserted at the end of a document to have a page number on the last page. The system will not automatically insert a Page End Code on the last page during pagination.

SP.PAGE NO. printed without page number.

Page End symbol(2) was removed from the SP.PAGE NO option. If the symbol is not on the SP.PAGE NO line, page numbers will not print. Type CODE + 2 to insert the symbol on the SP.PAGE NO option line.

No SP PAGE NO text printed.

SP.PAGE NO text must be entered in the SP.PAGE NO option before the document is printed. SP.PAGE NO are not recorded in the document so it is necessary to have them in the option line each time the document is printed.

SP.PAGE NO will only print when PAGE STOP is active and a position has been selected in the AUTO PAGE NO option.



## PRINTING

Lines print:

- Beyond margin
- Short of margin
- With varying indent levels
- With words crowded on line
- With words spread out on line

Document does not print  
as it is being typed

Document Index prints  
instead of document

Printer does not stop  
or advance paper at  
page endings

Printer does not stop at  
Stop Codes

Printer does not stop  
immediately when STOP  
is touched

The document needs to be reformatted. All these printing errors will be corrected after a reformat.

PRINT Option is de-activated.

Only the document title was in the display. The document itself needs to be in the display before it can be printed.

The PAGE STOP AT Option is not activated, therefore the system does not stop at the Page End Codes. Activating the PAGE STOP AT Option will correct this.

When Code Print is active the system will print the Stop Codes, but will not stop at them.

The system is set up to finish printing a line before stopping. This enables it to resume printing in the proper position after a manual stop.

## PROGRAMMING

Programme adding header or trailer in print put material in display but did not print.

Programme inserting an underlined word underlined original text instead

Programme Light Bulb displayed in READY mode

REPEAT number will not change

Print Option was not active. The system considers the material input by the programme to be a revision and will only print it when the Print Option is active.

The UND + WORD instruction was put in the programme before typing the word. The system sees the instruction and immediately underlines the word following the cursor before inserting the programme word. When creating a programme, the underline instruction must be given after the text to be underlined is typed.

The document was stored before the programme was stored. A programme can only be stored/recalled when a document is in the workspace. Open a dummy document by touching Return, depress CODE + 7 to store the programme, then store and reject the document.

Shift Lock is down and the system does not recognise the numbers. Release the Shift Lock and the numbers will be accepted.

## PROGRAMMING (Cont'd)

Repetitive letter did not finish printing when system stopped for End of Ribbon

Print did not continue after the appropriate number of characters entered in fixed field

Unable to enter a character correct instruction in programme.

Programme to insert Special Instruction Tabs does not work, although it looks correct

The PRINT DOC instruction in the programme is followed by RVRSE DOC. When the system is stopped the PRINT DOC has been read and at restart the next instruction is RVRSE DOC. The system has no way of knowing the document was not finished. Store the programme, search to the correct position to begin printing and recall the programme.

A CODE + 9 was not entered in the programme after the fixed field instruction. Revise the programme or enter a CODE + 9 from the keyboard during execution of the programme.

The system will only recognise the Right Shift Key + Backspace as a character correct instruction. The Left Shift Key cannot be used.

A programme to insert Special Instruction Tabs will not work if it is created in the non-executing mode. The system has no way to recognise a format block in this mode. Consequently, coded numbers are seen as coded instructions (i.e., Centre Code etc.) and not as Special Instruction Tabs.

Create the programme in the executing mode. This allows the system to recognise that it is in a format block.

## PROGRAMMING (Cont'd)

Programme print out has wrong up and down strokes for actions

Programme used to enter headers resulted in a blank page with a header and page number

Search instruction was not acted upon properly when programme executed

- Found different string
- Displayed NO FOUND

Programme to change line spacing does not change spacing uniformly; i.e. prints double, single, triple

Programmes created in the executing mode are perceived differently by the system and it sometimes loses track of the correct position for an up stroke. This has no effect whatsoever on the programme execution.

The Page Stop At option was active when the programme was run. The system counted the header lines and entered Page End Codes at the selected line count. De-activate Page Stop At option before running programmes that enter typing.

When the programme was created the "string" was not typed after each SEARCH instruction. As the programme was created, the desired string was present on the SEARCH line so the operator simply touched Return. When the programme is run at a later time, the system will search for whatever happens to be in the SEARCH line at that time. Revise the programme and type in the string after each SEARCH instruction.

The system does not recognise the selection of line spacing as double (or whatever was selected). It only recognises that in the Line Spacing line CHAR was touched twice. Therefore, the programme will only work if the line spacing is the same throughout the document.

## REFORMAT/PAGINATION

### REFORMAT ERROR message

The system is unable to reformat a line to conform to the set margins and tabs. Touch STOP to clear the message and return the document to the display.

- o Check the number of tabs in the document with the tabs set in the format. Be sure there are enough tab settings to cover the number of tabs used in the document.
- o Right Flush material will cause a Reformat Error when recorded outside the right margin with Justify active and at the right margin with Justify inactive. The placement of the Right Flush material may be changed or the cursor may be moved past this material and the reformat begun again.
- o The cursor must not be positioned between tabs when beginning a reformat of text containing tabs. This will cause a REFORMAT ERROR.

### Restart of a Reformat

When beginning a reformat at any position other than the beginning of a document, the following rules apply:



## REFORMAT/PAGINATION (Cont'd)

Unable to enter a hyphen  
during reformat

Line endings unchanged  
by reformat

Short lines reformatted into  
one paragraph

- o The cursor must be positioned at the beginning of a line. (Either to the right or left of a carrier return).
- o If the document is being paginated, the cursor must be positioned between the last Page End Code and format block. This will ensure that the proper number of lines will be counted for pagination.

The Shift Lock is down. Release it, then type the hyphen.

- o The system will not change the line endings if there are Special Instruction Tabs in the format. Remove the Special Instruction Tabs from the format and reformat again.
- o The system will not change lines ending with Required Carrier Returns. These must be removed if the lines are to be combined in a paragraph.

The lines did not end with Required Carrier Returns. When a line ending is to remain the same, the line must end with a Required Carrier Return. This tells the system not to change the line during a reformat.

## **REFORMAT/PAGINATION** (Cont'd)

Paginated document did not print paginated

The PAGE STOP AT option must be active when printing a paginated document. Otherwise, the system will not stop at the Page End Codes.

Reformat did not work properly on a previously paginated document

When the format is to be changed on a document which contains more than one format block it is best to first delete all format blocks which contain unwanted formats. If a document has been paginated, there will be a format after each Page End Code. A programme which searches to Page End Codes and deletes the format block can be used to quickly remove formats from a long document before reformatting.

Centred heading is no centred after margins are changed

The heading was centred by accepting the margins in the CENTRE BETWEEN message. When the format is changed and the document reformatted, the system will not change a position set using the CENTRE BETWEEN message.

## **RECALL**

Display says NEW DOCUMENT?  
when title is typed in

Document title was not typed exactly as it appears in the Document Index. Depress STOP to remove the message. Either check a Document Index print out and enter the title as shown, or step the Document Index through the display by depressing FILE/INDEX. When the display shows the title of the document you want, touch RETURN to accept the document.

## REVISION

Can't enter a space

The system cannot keep track of the carrier position when revisions are being made and at times thinks it is positioned at the left margin and therefore will not enter a space. Enter a character then backspace once. The system will now enter spaces and any other revisions.

Revision of centred material

Centred material is always followed by a non-required carrier return. When the centre code is removed, it may be necessary to replace the non-required carrier return with a required one to prevent the system from trying to justify the line or combine it with the next line during a reformat.

Centred Heading is not centred after margins are changed

The heading was centred by accepting margins in the CENTRE BETWEEN message. When the format is changed and the document reformatted, the system will not change a position set using the CENTRE BETWEEN message.

## SEARCH

Search found wrong word

The search text string did not have enough characters in it to make it unique. The system will find the first occurrence of the search string.

Message NOT FOUND

System will not display  
TO PAGE NUMBER

### **STATISTICAL**

Numerical data did not align  
in column

Touch STOP to clear message. Problem may be caused by:

- o Searching forward when cursor is at end of document.
- o The search string entered may be split by a carrier return in the document. The system cannot search to a carrier return.
- o Should have used Reverse Search.

Using Reverse Search during MERGE operation. The system will not search back beyond the second MERGE instruction. This is an illegal search during a MERGE operation and the system will not display this line.

- o The column was not defined in the format with a Tab at the left side and a Special Instruction Tab at the right side.

## STATISTICAL (Cont'd)

- o The letter "I" was used instead of the number "1". The system does not consider letters to be columnar data and will print them outside the column rather than in it.
- o The column parameters (Tab and Special Instruction Tab) were not wide enough. When the numbers fill up the column, additional numbers are printed to the right of the columns.
- o The Special Instruction Tab must be set one space past the last number of the longest line.
- o Upper tab key was used to tab to the column. This cancels the column align mode. Always use the lower tab key.
- o A coded backspace was entered in the column. This cancels the column align mode.



## STATISTICAL (Cont'd)

- o A character considered to be non-columnar data by the system was entered within the column. This cancels the column align mode. The Right Flush instruction may be used to align columns which are a mixture of columnar and non-columnar data. Keys and functions considered to be columnar data are as follows:

0 to 9	@
&	(
=	$\frac{1}{4}$
/	$\frac{1}{2}$
.	Space
,	Required Space
:	Required Hyphen
;	Underline
-	Half Line
+	Reverse Half Line

Column Centre (CODE + 5)  
did not centre over column

To use this instruction, the column must be defined in the format with a Tab at the left of the column and a Special Instruction Tab at the right. Check the format to make sure the tabs are in the proper places.

## **STATISTICAL** (Cont'd)

All columnar data is centred after using CODE + 5

Column Headings only partly underlined

Underline did not extend for width of column

Used Justify to figure column spacing; when printed, system did not separate columns

The Column Centre (CODE + 5) instruction is cancelled with a Carrier Return. When you wish to centre material in only one column out of several, enter CODE + 5 in front of the column and type the data to be centred. Carrier Return, reverse half line space twice, and tab across to the next column to continue typing.

To underline column headings, which are longer than the column width, UND + PARA should be used. If CODE + UND is used, the system will underline the heading for the width of the column and no more.

CODE + UND must be centred after typing a column entry to instruct the system to underline the column. Using UND + WORD or PARA will not underline the width of the column. If characters are typed to the right of the column (such as a right parenthesis) CODE + UND must be entered before these characters are typed.

The Justify option must be active, Auto Carrier Return inactive and no tabs present in the format. Check the set up of your system for these conditions.

## STATISTICAL (Cont'd)

Can't go into Options

Decimal points not aligned

The Options may not be viewed while the system is in the column align mode (within a column). Since it is ready to align columnar data, it will not allow other actions to be taken.

- o When figures following the decimal point vary, two Special Instruction Tabs are used. The first is set one space beyond the decimal point and the second is set one space beyond the last character of the longest line. A regular tab must also be set at the left side of the column.

## TABS

(Also see Statistical)

Only first line of paragraph  
printed out indented

- o A required carrier return in a paragraph will cancel the indent level.
- o The upper tab key will indent only the first line of a paragraph. The lower tab key must be used to set an automatic indent level. Replace the upper tab with a lower tab and reformat the paragraph.
- o During input, backspacing over a tab will temporarily cancel the indent level. Reformatting will restore the indent level.

## STATISTICAL (Cont'd)

Indented material did not print correctly.

Revisions may remove tabs and change line lengths. Reformatting will correct this.

Tabs may not be set correctly in the format. Check the format. Tabs should be set for each indent level and the document reformatted.

A required carrier return in a paragraph will cancel the indent level.

During input, backspacing over a tab, will temporarily cancel the indent level. Reformatting will restore the indent level.

Revisions may remove tabs and change line lengths. Reformatting will correct this.

## UNDERLINING

(Also see Statistical)

Cannot underline a line.

The instruction to underline a line (UND + LINE) must be given after typing the line, before returning the carrier.

## UNDERLINING (Cont'd)

### Taking out underlines

To remove only underline, hold down both DEL and UND and touch the desired text key. The cursor must be located to the left of the underline to be deleted.

CHAR - will remove underline from the character located to the right of the cursor.

WORD - will remove the underline from the word located to the right of the cursor.

LINE - will remove the underline from a line, starting at the cursor position and going to the carrier return.

PARA - will remove the underlines in a paragraph, from the position of the cursor through the required carrier return.

DOC - will remove all the underlines in a document located between the cursor position and the end of the document.

### Inserting underline during revisions

To insert an underline, hold down UND and touch the desired text key. The cursor must be positioned to the left of the material to be underlined.

CHAR - will underline the character or space located on the right of the cursor.



## UNDERLINING (Cont'd)

Underlining a word in quote marks or part of a word

WORD - will underline a word positioned on either the right or left of the cursor.

LINE - will underline a line from the position of the cursor back to the beginning of the line.

PARA - will underline a paragraph from the position of the cursor to the end of the paragraph.

During input: type the quote mark, then activate underlining by holding down UND and touching PARA. Type the characters to be underlined, then de-activate underlining by touching STOP and type the quote mark. Follow a similar procedure to underline parts of a word.

During revision: position the cursor in front of the characters to be underlined. Hold down UND and touch CHAR once for each of the characters to be underlined.